

# Digital Health

Simon Bengie, Digital Health Team Lead

28/03/2021



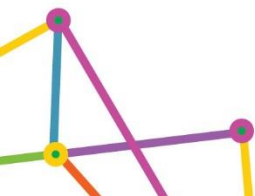
WA Primary Health Alliance acknowledges and pays respect to the Traditional Owners and Elders of this country and recognises the significant importance of their cultural heritage, values and beliefs and how these contribute to the positive health and wellbeing of the whole community.



Koorn Koorl Danjoo (*Coming Together*)  
John Walley 2018

# Agenda

- My Health Record
- Electronic Prescribing
- Telehealth
- Putting it all together
- Where next?



# My Health Record



# My Health Record – an update

## The Big Picture

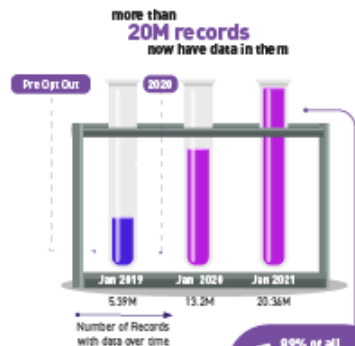
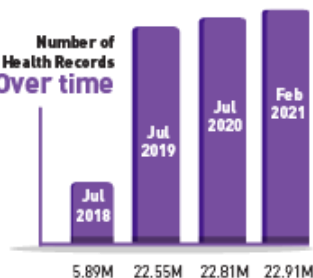
FEBRUARY 2021

# 22.91M

Total My Health Records

An increase of 100,000 records since July 2020 and 30,000 in the last month.

Number of My Health Records Over time



89% of all records now have data in them

# My Health Record – an update



# My Health Record – an update

## How are people using it?



**More than  
15 million**  
people had their  
**Immunisation Register uploaded**



**More than  
1.82 million**  
people had their  
**Organ Donor Register uploaded**

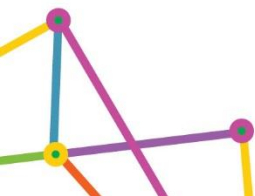


More than a 50% increase  
since March 2020 due to a  
bulk upload of these  
important documents.

# My Health Record – an update

*"We rely on My Health Record to keep us updated on patient pathology, imaging, medication, dispensing and history records. We can see what other doctors have requested and performed, overcoming the delays waiting for records requested from other practices. We can also see what scripts were dispensed. This helped us a lot with the recent COVID-19 test results, where it was quicker to see the result on the patient's My Health Record than to join the phone queue to get the result."*

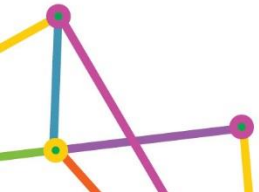
**Dr Yolande Knight,**  
Senior Medical Officer,  
Wirraka Maya Health Service  
Aboriginal Corporation





# My Health Record – housekeeping

- RO's, OMO's, HPI-O's and HPI-I's
- NASH Certificates
- Policies



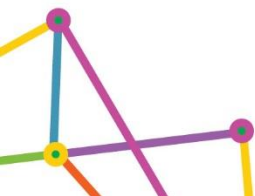
# My Health Record – further support

## Training and support

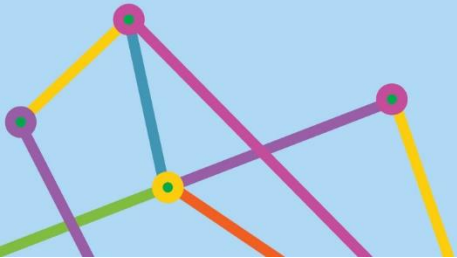
Accredited professional development and education on a range of digital health initiatives.



- [CPD Accredited courses](#)
- [Virtual Classroom Sessions](#)
- <https://www.practiceassist.com.au/The-Tool-Kit/Digital-Health>

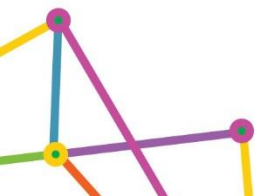


# Electronic Prescribing



# Electronic Prescribing

	Prescriptions for Telehealth	Electronic Prescriptions
What does the prescription look like?	<ul style="list-style-type: none"> <li>Paper prescription</li> <li>Clear digital image (PDF/Photo of paper prescription)</li> </ul>	Electronic
Signature	Ink or Digital Signature	Prescriber HPI-I required
How does the prescription get sent?	Doctor to Fax/Email/SMS the pharmacy. State/Territory requirements differ.	Patient brings in person, SMS/Email, App to pharmacy
Who keeps the prescription?	Doctor, pharmacy (keeps printed copy)	Patient
Repeats	Kept at pharmacy	Patient
S4D/S8	State/Territory requirements differ	State/Territory requirements may differ
End-date	30 September 2021	Ongoing



# Token Model



Doctor prescribes  
medicine via  
conformant software



Prescriber sends  
the message to  
the patient during  
the consultation



Patient receives  
token



Patient takes to the pharmacy or  
sends it electronically via  
Email/SMS. Once scanned,  
medicine is dispensed via existing  
method.

Prescription tokens can be managed on mobile devices. The mobile device will display the token in a manner suitable for scanning using existing pharmacy equipment.

# Active Script List



1. A patient attends their preferred pharmacy and requests to be registered for an ASL.



2. The patient attends the doctor and requires a prescription.



3. If the patient chooses, an electronic prescription is provided and is automatically added to the ASL unless they ask the doctor not to. The patient does not need a token but can receive one if they want.



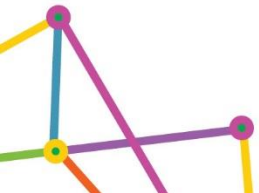
4. The patient then presents to their preferred pharmacy, validates their identity and receives their medicine.



5. If there are repeats, they will be added to the ASL depending on the patient's choice.

# Electronic Prescribing FAQs

- Can we start using Electronic Prescriptions now?
- Do my local pharmacies accept Electronic Prescriptions?
- Can a patient get their prescription dispensed multiple times?
- What about repeat scripts?
- What if my patient prefers paper scripts?
- Is there a cost associated with ePrescribing?



# Electronic Prescribing- further support

- Practice Assist
- Consumer resources
- Vendor support
- ADHA courses, webinars and podcasts





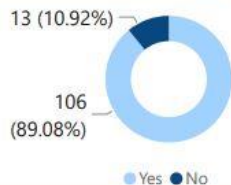


Telehealth

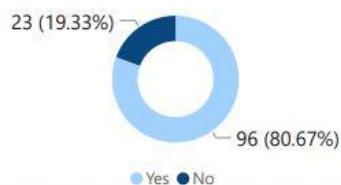
# Telehealth – patient feedback

## Perception and Confidence

Do you feel the information package provides sufficient information to understand?



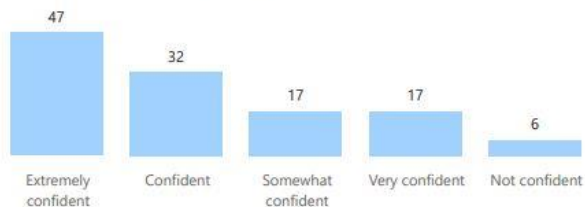
Have you visited your GP practice since June 2020?



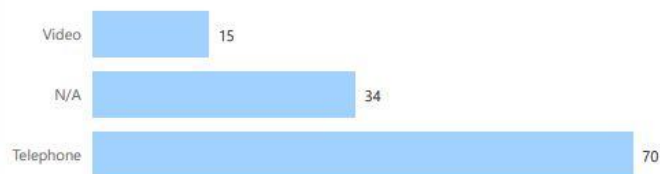
When booking your appointment with your GP was Telehealth offered to you?



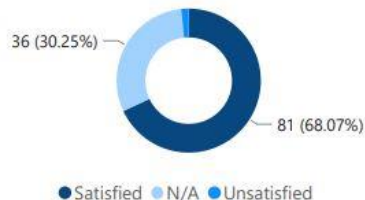
## Level of confidence requesting a Telehealth appointment



## Telehealth channel used



## Level of satisfaction using Telehealth



Do you think Telehealth should be available in GP Practices post September 2020?



 **ConnectGroups**  
helping support groups & individuals

 **WA Primary Health Alliance**  
Better health. Together.

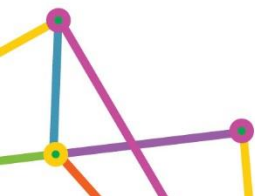
 **phn**  
Public Health Network of Western Australia

 **Stay Connected with Telehealth**

# Telehealth – patient feedback

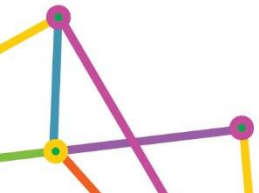
*"Telehealth for scripts has been amazing - saving time and money and reducing risks for chronically ill people in busy GP waiting rooms. As someone who takes medications regularly, it is so helpful to be able to access this service, and I hope it becomes the norm as we move forward."*

*"I have had two GP appointments, a mental health care plan and a psychologist appointment via Telehealth. All of these have been AMAZING. I am so grateful for the service as it means I do not have to put myself at risk in public as I am immunosuppressed with advanced lung disease. I hope the service remains as living with a chronic condition is not easy."*



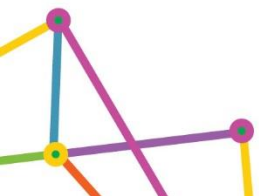
# Telehealth – what's required?

- MBS items
  - Extended through to 30<sup>th</sup> June 2021
  - Must have an established clinical relationship with the patient
  - Bulk billing requirements removed October 2020
- What software do we need for virtual appointments?
- What hardware do we need for virtual appointments?

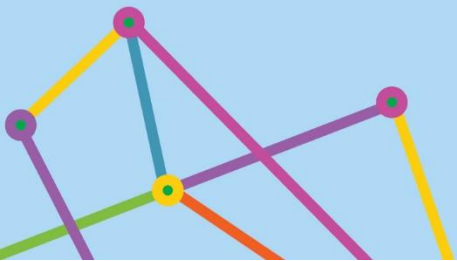
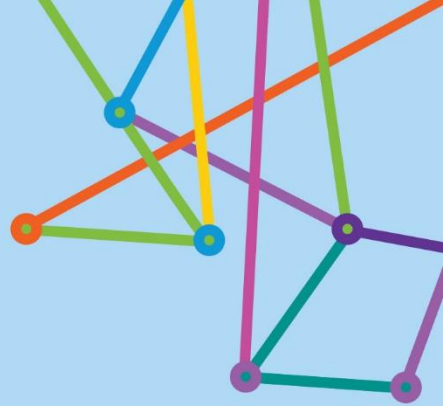


# Telehealth - resources

- <https://connectgroups.org.au/telehealth-information-sheets/>
- <https://www.practiceassist.com.au/The-Tool-Kit/HealthDirect-Video-Call>
- <https://help.vcc.healthdirect.org.au/>
- <http://ehealth.acrrm.org.au/>
- <https://www.racgp.org.au/running-a-practice/technology/telehealth>
- <http://www.mbsonline.gov.au/telehealth>



Bringing it all together

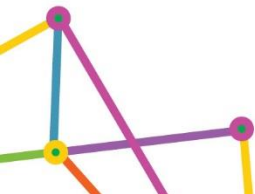


# Hedland Community of Excellence



## Delivering connected healthcare for Hedland, WA

The town of Port Hedland is located in Western Australia, approximately 1,800 km north of Perth. While its geographic location is the ideal place to export bulk products, it's difficult to access specialist healthcare - making it the perfect community to benefit from digital health.



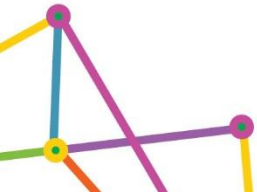
# COVID-19 case study

**Scenario** – 52 year old patient who presents to GP with a 2 week history of intermittent low back pain after a large day of moving furniture. Work has advised him that he needs to gain medical clearance in order to return to work.

James calls his GP  
practice for back  
pain



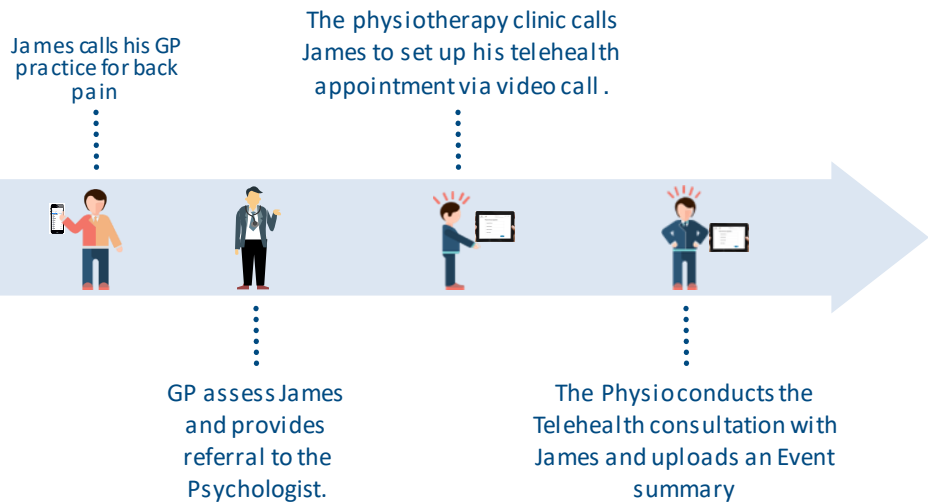
GP assess James  
and provides  
referral to the  
physiotherapist &  
Psychologist.





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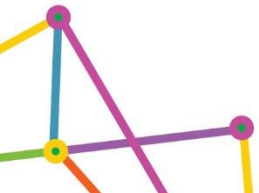
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**Scenario** – 52 year old patient who presents to GP with a 2 week history of intermittent low back pain after a large day of moving furniture. Work has advised him that he needs to gain medical clearance in order to return to work.

James calls  
Psychologist clinic  
to make an  
appointment

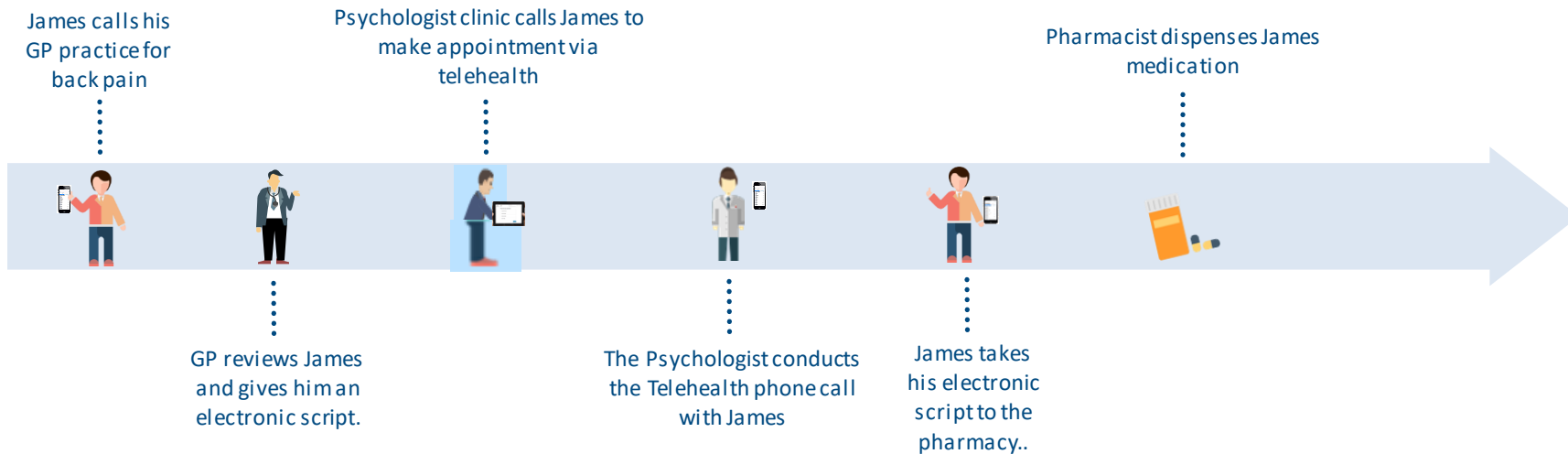
The Psychologist conducts  
the Telehealth phone call  
with James

Psychologist clinic makes a  
telehealth appointment



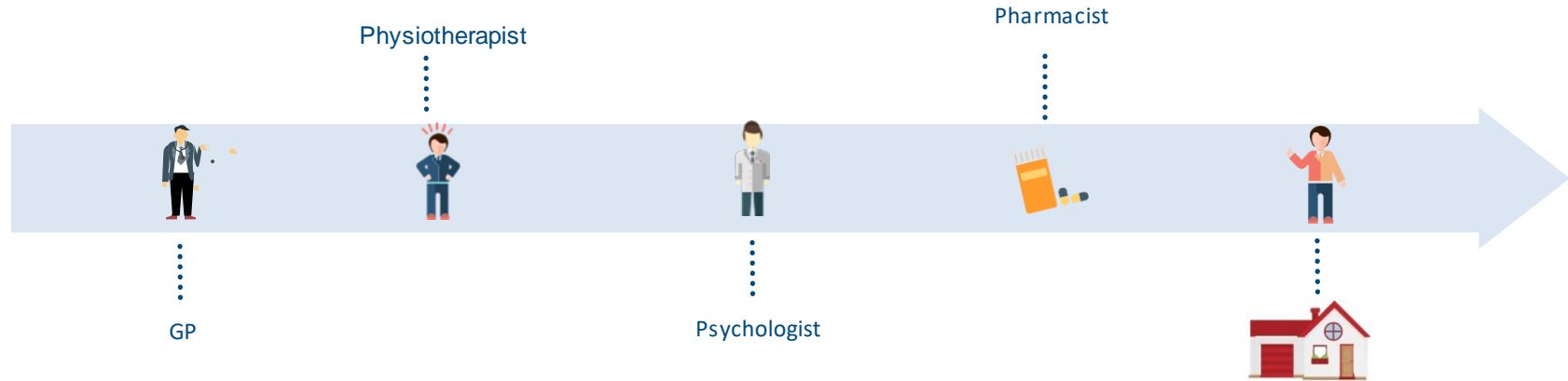
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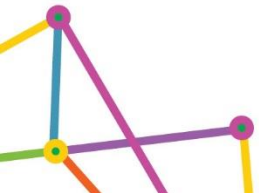
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Where next?

## Where next?

- My Health Record
- ePrescribing
- Telehealth
- Community
- Wearables, Remote Monitoring, A.I., Virtual Reality and more



## Connect with us...



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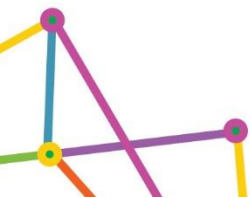
[@wapha\\_phns](https://www.linkedin.com/company/wapha_phns)



[phexchange.wapha.org.au](http://phexchange.wapha.org.au)



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# Thank you



**WA Primary  
Health Alliance**  
Better health, together

**phn**  
PERTH NORTH, PERTH SOUTH,  
COUNTRY WA  
An Australian Government Initiative